

Landbridge Property LLP - Complaints Procedure

This note sets out the procedure which we will follow in dealing with a complaint.

- 1 Any complaint should be addressed to the firm at Rivers Court, High Street, Sproughton, Ipswich IP8 3AP (Tel: 01473 461203).
- 2 All complaints will be acknowledged within 24 hours of receipt of a written summary.
- 3 All complaints will be dealt with by one of the Partners of the firm, Philip Summers, William Barton, James Brooke or Ben Wheaton
- 4 If the complaint is made orally, the complainant will be asked to submit a written summary of the complaint.
- 5 Any complaint will be investigated. An initial response will be made to the complainant within seven days of receipt of the written summary to give the complainant Landbridge Property LLP's understanding of the circumstances leading to the complaint. The complainant will be invited to make comment on this. The complainant will be advised of the outcome of the investigation into the complaint and as to what action has been, or will be taken.
- 6 In the event that any complaint involves one of the Partners, one of the other Partners will conduct the investigation.
- 7 Any commercial complaint not resolved by such mediation will be, by agreement, referred to:

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry CV4 8JE
Tel: 020 7334 3806
Email: drs@rics.org
www.rics.org/uk/products/dispute-resolution-service
- 8 Any consumer complaint not resolved by such mediation should be referred to:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP
Email: admin@tpos.co.uk
www.tpos.co.uk/consumers/how-to-make-a-complaint
- 9 If your complaint relates to a matter regulated by the FCA you may refer the complaint to the Financial Ombudsman Service at any time before the expiry of six months after receiving our final report.

Tel: 0800 0234567
www.financial-ombudsman.org.uk/consumers/how-to-complain